



Durham Community Housing Directives

Housing Services Division | Financial Housing Services
605 Rossland Rd E, Whitby L1N 6A3
905-668-7711 | 1-800-372-1102 | www.durham.ca

Subject:	Pursuit of Income
Directive Number:	RGI 2020-09
Date:	June 15, 2020

Purpose

Set out guidelines to assist in determining when a rent-geared-to-income (RGI) tenant or co-op member should be required to pursue income.

Background

Under the Housing Services Act, RGI tenants or co-op members may be required to pursue the following types of income to continue to be eligible for RGI:

- Ontario Works
- Support income (pursuit of support income is not required in Durham)
- Employment Insurance (EI) benefits
- Old Age Security, Guaranteed Income Supplement, and Ontario Guaranteed Annual Income Supplement (OAS/GIS/GAINS)
- Immigration sponsorship income.

The housing provider determines when it is and is not appropriate for an RGI tenant or co-op member to pursue any of these types of income. In making this decision, the housing provider should consider whether pursuing the income will reasonably and significantly:

- increase the RGI tenant or co-op member's income to ensure it is sufficient to meet their needs, including the payment of the rent/housing charge
- reduce the RGI subsidy payable by the Region.

As child support income does not affect the amount of RGI paid, RGI tenants and co-op members are not required to pursue this income as a condition of continued RGI eligibility. Pursuit of spousal support is also optional.

RGI tenants or co-op members who have been advised to pursue income and do not make reasonable efforts to obtain it may be deemed ineligible for RGI.

RGI applicants are not required to pursue income while on the Durham Access to Social Housing (DASH) wait list.

RGI Adjustments Pending Income

Tenants or co-op members who have had a decrease in income and are subsequently required to pursue income will not have their RGI reviewed and decreased until a decision has been reached on the pending income.

For example, a tenant who loses their job and is required to pursue Employment Insurance or Ontario Works will continue to be charged RGI based on their previous earnings until a decision has been reached on their EI or Ontario Works application.

Notice to Pursue Income

If an RGI tenant or co-op member is required to pursue other income, the housing provider must give the household written notice:

- stating the type of income that the RGI tenant or co-op member may be eligible to receive
- requesting that the RGI tenant or co-op member apply for the income and make reasonable efforts to obtain the income
- giving the tenant at least 10 days to report back on the results of the application.

The housing provider may extend this deadline at any time by doing so in writing.

RGI Ineligibility

Once a decision on the application for income is reached, the RGI tenant or co-op member must provide proof of:

- the amount and start date of the new income; or
- the reason they are ineligible for the income.

RGI tenants or co-op members may be ineligible for RGI assistance if they do not:

- respond to the written notice to pursue income
- provide proof of the outcome of an application on which a decision has been reached
- make reasonable efforts to obtain the income within the time frame set out in the notice.

Reasonable efforts include making the application for income and providing any and all supplementary information that is required to support the application.

The housing provider may determine that an RGI tenant or co-op member continues to be eligible for RGI if there are extenuating circumstances that interfered with the RGI tenant or co-op member's attempts to pursue or to obtain the income.

Ontario Works

Ontario Works provides financial and employment assistance to low income people and their families. Financial assistance is issued for and determined according to the needs of the entire family unit in the household.

RGI tenants and co-op members who may be eligible for Ontario Works will not normally be required to apply for this income unless one or more of the following apply:

- the RGI tenant or co-op member is paying minimum rent, including full-time students
- the total non-benefit income of the family has been well below the applicable Ontario Works threshold for at least three months
- the RGI tenant or co-op member has low income and is in arrears.

The following people are not required to make an application for Ontario Works even if the above criteria are met:

- a person pending another source of income (e.g. Employment Insurance)
- a single person (student) who is receiving OSAP
- a single person or family with assets that exceed the allowable limits under Ontario Works.

Ontario Works asset limits are prescribed in section 38 of [Ontario Regulation 134/98](#) of the Ontario Works Act. The current Ontario Works asset limits are set out in Appendix A.

Ontario Works and Employment Participation

People applying for or receiving Ontario Works must participate in employment assistance activities. This might include job searches, employment information sessions, community participation (unpaid), employment placement (paid), self-employment supports, basic education and training programs, and literacy assessment and training.

Ontario Works recipients complete individual Participation Agreements which set out the types of employment assistance activities that they must do. Participation Agreements are reviewed regularly for compliance, and people who are found to be non-compliant may be made ineligible for Ontario Works or have the amount of their assistance reduced.

An RGI tenant or co-op member who is made ineligible for Ontario Works due to non-compliance (i.e. failure to participate in employment assistance activities set out in a Participation Agreement) is not making reasonable efforts to obtain Ontario Works income and may be ineligible for RGI.

Before making an RGI tenant or co-op member RGI ineligible for failure to pursue Ontario Works due to non-compliance, the housing provider should give the tenant or co-op member an opportunity to rectify this with Ontario Works.

Dependants' Requirement to Pursue Ontario Works

Dependents under the age of 18 do not qualify for Ontario Works in their own right and are not required to apply.

Dependents over the age of 18 who live with their parents are not generally entitled to receive Ontario Works assistance in their own right – even if they have been removed from their parents' Ontario Works or ODSP benefit unit. In order to be eligible in their own right, the dependent must be determined to be “financially independent” of their parents.

Ontario Works considers a person living with their parents to be financially independent if any of the following apply:

- they live with their spouse, common-law spouse or same-sex partner , or have done so in the past
- they currently receive or have received OSAP as a sole support student
- they have had income greater than the Ontario Works entitlement for a single person for a cumulative period of at least two years
- there has been a cumulative period of at least two years where their basic needs and shelter were provided by a source other than their parent, an institution or social assistance
- they have lived away from their parental home for a cumulative period of at least two years after turning 18 years old
- they have not attended secondary school for at least five years
- they have a university degree or college diploma
- they are a parent with current or past custody of their child.

Dependants over the age of 18 are only required to apply for Ontario Works in their own right if they have no income and meet at least one of the above requirements of financial independence.

Dependants over the age of 18 are not required to apply for Ontario Works if they are full time students even if they meet the test for financial independence.

Ontario Works Application Process

RGI tenants and co-op members can apply for Ontario Works by telephone or online. The applicant must provide supporting documents for all members of the family including proof of:

- dates of birth and status in Canada
- social insurance numbers (SIN)
- health card numbers
- income and assets

- shelter costs (e.g. rent, housing charge, utilities).

Ontario Works generally makes a decision about an applicant's eligibility within 4 to 7 days of the application. If the tenant is eligible, they will be issued their first Ontario Works payment and a Statement of Assistance. If the tenant is ineligible, they will be notified in writing.

Additional information about how to apply for Ontario Works is set out in Appendix B.

Notice to Pursue Ontario Works

If an RGI tenant or co-op member is required to pursue Ontario Works income, the housing provider will give the household written notice:

- stating they may be eligible for Ontario Works
- advising them to apply for Ontario Works, including information about how to apply
- giving them at least 10 days to report back to the housing provider about the results of the application, and advising that they may be ineligible for RGI if they do not report back by this date
- advising them of the amount of RGI payable should they start to receive Ontario Works.

Housing providers are required to use the [Notice to Pursue Ontario Works](#) template letter in the Resources for Community Housing Providers section on the Region of Durham's website.

If requesting that a dependent over the age of 18 apply for Ontario Works, the housing provider should ensure the notice is specific to the dependant's responsibilities and sets out the dependant's potential portion of the RGI only. Housing providers are required to use the [Notice to Pursue Ontario Works – Dependant](#) template letter in the Resources for Community Housing Providers section on the Region of Durham's website.

The RGI amount set out in the notice is intended to support the application for Ontario Works only. If an RGI tenant/co-op member or their dependant starts to receive Ontario Works, the housing provider must still provide the required written notice of the RGI change, including the effective date of the change and the tenant or co-op member's right to appeal.

Follow-up for Ontario Works

RGI tenants or co-op members that were required to apply for Ontario Works must provide a copy of their Ontario Works Statement of Assistance or a letter from Ontario Works confirming that they are eligible, including the names of the all members of the benefit unit and the net amount of Ontario Works issued.

RGI tenants or co-op members that are denied Ontario Works must provide a letter from Ontario Works confirming the date that they were deemed ineligible and the reason for ineligibility.

RGI tenants and co-op members are deemed not to making reasonable efforts to obtain Ontario Works, and may be determined ineligible for RGI, if they were made ineligible for Ontario Works for any of the following reasons:

- failure to provide information
- non-compliance (see Ontario Works and Employment Participation above)
- choosing to discontinue application
- unable to contact
- voluntary withdrawal.

Before making a decision of RGI ineligibility for any of the above reasons, the housing provider should first give the RGI tenant or co-op member an opportunity to rectify this with Ontario Works. This must be done in writing with a clear deadline of when the tenant or co-op member is required to report back to the housing provider.

RGI tenants or co-op members who have failed to initiate an application within 10 days may be deemed ineligible for RGI.

The housing provider may extend the deadline to apply for or to follow up with Ontario Works if there are extenuating circumstances that interfered with the RGI tenant or co-op member's attempts to do so. The provider should extend all deadlines in writing.

Old Age Security

People who are 65 years of age or older are required as a condition of their RGI eligibility to apply for the following federal and provincial benefits:

- Old Age Security (OAS)

- Guaranteed Income Supplement (GIS)
- Guaranteed Annual Income Supplement (GAINS)

The Old Age Security (OAS) pension is a federal monthly benefit payable to people aged 65 and over who have lived in Canada for at least 10 years. Some seniors who have lived in Canada for less than 10 years may qualify for a reduced pension if Canada has a social security agreement with the other country where they lived.

The Guaranteed Income Supplement (GIS) is a federal non-taxable monthly benefit paid to recipients of an OAS pension who have little or no other income. GIS payments may begin in the same month as OAS pension payments and are assessed annually.

The Guaranteed Annual Income Supplement (GAINS) is a provincial supplement that may be paid in addition to OAS and GIS to low income seniors. It is assessed annually and is directly linked to the amount of the GIS payment.

Old Age Security (OAS) Application Process

RGI tenants or co-op members may apply for Old Age Security up to eleven months before they turn 65.

- Some people are automatically enrolled for OAS in the month after they turn 64. Service Canada sends a letter to confirm this. They do not need to apply.
- Some people will receive notice from Service Canada in the month after they turn 64 that they may be eligible for OAS. They will receive an application to mail back to Service Canada or they can apply online.

RGI tenants or co-op members who did not receive a letter from Service Canada in the month after they turn 64, can apply online or print the application form from the [OAS section of the Service Canada website](http://www.canada.ca/oas) at www.canada.ca/oas.

Guaranteed Income Supplement (GIS) Application Process

Low income seniors may apply for the Guaranteed Income Supplement (GIS) if they are receiving OAS or if they have applied for OAS.

Seniors who have not yet applied for OAS can indicate on their application that they also want to apply for GIS. Seniors who are automatically enrolled for OAS in the month after they turn 64 will also be automatically enrolled for GIS.

Seniors who were not automatically enrolled for OAS and GIS can apply online or print the application form from the [OAS section of the Service Canada website](http://www.canada.ca/oas) at www.canada.ca/oas.

Seniors who have already applied for OAS (but did not indicate that they want to apply for GIS) or who are already receiving OAS should apply for GIS right away in order to avoid any loss of benefits.

RGI tenants and co-op members who are receiving OAS but not GIS can apply online or print the GIS application form from the [GIS section of the Service Canada website](http://www.canada.ca/gis) at www.canada.ca/gis.

RGI tenants or co-op members may have their GIS stopped if they have:

- not filed their income tax return by April 30 each year
- not provided requested proof of income by June 30 each year
- left Canada for more than six consecutive months
- had an increase in income above the maximum annual amount to qualify for GIS
- been incarcerated for a sentence of two years or longer
- died.

Housing providers should follow up with RGI tenants and co-op members who were receiving GIS and have ceased to be eligible. If GIS has ceased because the RGI tenant or co-op member failed to file income taxes or provide proof of income, they should be advised to do so and contact Service Canada to have their GIS reinstated. No RGI adjustments should be made pending the outcome of the new GIS assessment.

RGI tenants and co-op members should notify Service Canada and request a GIS reassessment if they have had a decrease in income from their previous tax year due to a retirement or a reduction or cessation of pension income.

GAINS

OAS/GIS recipients will be automatically assessed for GAINS eligibility based on information in their annual income tax form. No application is necessary, but applicants must file their income taxes annually.

Notice to Pursue OAS/GIS Before Age 65

RGI tenants and co-op members can apply for OAS and GIS as early as 11 months prior to their 65th birthday. However, they cannot be determined RGI ineligible for failure to apply for OAS or GIS before they turn 65 years old.

OAS and GIS applications can take time to process. When an RGI tenant turns 64, the housing provider should notify them that they are eligible to apply for OAS and GIS and encourage them to apply as soon as possible. The housing provider should follow up for the results of any application. This will help ensure timely receipt of these benefits and allow for appropriate notice of RGI changes.

However, the housing provider cannot require pursuit of OAS and GIS income until the applicant turns 65 years old.

Notice to Pursue OAS/GIS After Age 65

RGI tenants and co-op members should be encouraged to apply for OAS the month after they turn 64 years old. If an RGI tenant or co-op member turns 65 and is not receiving OAS/GIS, the housing provider should give them notice:

- stating that they must apply for OAS and/or GIS
- stating that they must notify the housing provider as soon as they start receiving OAS and/or GIS
- stating that they may be required to repay some RGI assistance if they receive OAS and/or GIS for a past period
- giving the tenant at least 10 days to report back with proof of the application.

Housing providers are required to use the [Notice to Pursue Old Age Security \(OAS/GIS\)](#) or the [Notice to Pursue Guaranteed Income Supplement \(GIS\) Only](#) template letters in the Resources for Community Housing Providers section on the Region of Durham's website.

Follow up for OAS/GIS

RGI tenants or co-op members who have failed to initiate an OAS or GIS application within 10 days may be deemed ineligible for RGI.

The housing provider may extend the deadline to apply for OAS or GIS if there are extenuating circumstances that interfered with the RGI tenant or co-op member's attempts to do so. The provider must extend all deadlines in writing.

The RGI tenant or co-op member must also provide proof of their OAS and/or GIS as soon as they start to receive it.

If the RGI tenant or co-op member is ineligible for OAS or GIS because they have lived in Canada for less than 10 years, they should be encouraged to follow up with Service Canada to determine if they may be eligible under a social security agreement with another country.

Seniors who are eligible for GIS and GAINS must also file their income tax every year to ensure that these benefits are not interrupted. If GIS and GAINS payments are suspended because the tenant or co-op member failed to file their income tax return, the housing provider should advise them to file the return, but RGI will continue to be calculated as though the GIS and GAINS are still in pay pending reassessment of the GIS and GAINS.

Old Age Security and My Service Canada Account

The Service Canada website has a feature called My Service Canada Account which allows people to view and update information concerning their OAS and GIS.

Housing providers should encourage RGI tenants and co-op members to use the My Service Canada Account to show proof of their OAS and GIS eligibility when approximated net income is used in the RGI calculation.

RGI tenants and co-op members can find more information or register for a [My Service Canada Account](http://www.canada.ca/myservicecanadaaccount) at www.canada.ca/myservicecanadaaccount.

Employment Insurance

Employment Insurance (EI) benefits are available to people who have paid into the program and are now unemployed. EI benefits may be paid for:

- loss of employment

- maternity or parental leave
- temporary unemployment due to sickness or accident
- temporary leave from work to provide compassionate care/support to a gravely ill relative.

RGI tenants or co-op members who stop employment either permanently or temporarily are required to apply for EI Benefits as a condition of their RGI eligibility. RGI will continue to be based on previous employment income pending EI income.

Employment Insurance Application Process

RGI tenants or co-op members can apply for EI benefits as soon as they stop working, even if they have not yet received their Record of Employment (ROE) from their employer. There is a one week unpaid waiting period before EI benefits begin to be paid on all new claims.

RGI tenants or co-op members can apply for EI online at the [Employment Insurance section of the Service Canada website](http://www.canada.ca/ei) at www.canada.ca/ei or in person at a Service Canada Centre.

Additional information about how to apply for EI, including a list of Services Canada Centres in Durham, is set out in Appendix B.

Notice to Pursue Employment Insurance

If an RGI tenant or co-op member's employment ends for any reason, the housing provider will give them notice:

- stating they may be eligible for EI
- advising them to apply for EI and where they can apply
- giving them at least 30 days to report back to the housing provider about the results of the application
- advising that they may be ineligible for RGI if they do not report back by this date.

Housing providers are required to use the [Notice to Pursue Employment Insurance \(EI\)](#) template letter in the Resources for Community Housing Providers section on the Region of Durham's website.

Follow-up for Employment Insurance

EI claims are generally determined within 4 to 8 weeks of the application. Housing providers must follow up with the RGI tenant or co-op member for the results of their EI application. They must provide information from Service Canada stating either:

- they are eligible for EI, and indicating the amount of their weekly payments and the start date of their claim (e.g. EI payment stub, notice of benefits)
- they have been denied EI and indicating the reason for ineligibility.

RGI tenants or co-op members who are ineligible for EI are required to apply for Ontario Works (see above). RGI will continue to be based on previous employment income pending the outcome of the Ontario Works application.

RGI tenants or co-op members who have failed to initiate an EI application within 30 days may be deemed ineligible for RGI.

The housing provider may extend the deadline to apply for EI if there are extenuating circumstances that interfered with the RGI tenant or co-op member's attempts to do so. The provider must extend all deadlines in writing.

Employment Insurance and My Service Canada Account

The Service Canada website has a feature called My Service Canada Account which allows people to view and update information concerning their EI claim. If the person's employer submitted the Record of Employment (ROE) electronically to Service Canada, this can also be accessed through this website by the employee.

Housing providers should encourage RGI tenants and co-op members to use the My Service Canada Account to get information about their EI claim and ROE when approximated net income is used in the RGI calculation.

RGI tenants and co-op members can find more information or register for a [My Service Canada Account](http://www.canada.ca/myservicecanadaaccount) at www.canada.ca/myservicecanadaaccount.

Immigration Sponsorship Income

Some RGI tenants and co-op members may have been sponsored to immigrate to Canada. Sponsorship is a legal undertaking in which the sponsor agrees to provide financial support for basic requirements (e.g. food, clothing, shelter, etc.) for the sponsored person and their dependents.

Sponsored immigrants are permanent residents of Canada. They may have been sponsored to come to Canada by a family member (e.g. a spouse or parent), or they may have been a refugee who was resettled from outside of Canada.

Some sponsored immigrants may be required to pursue support from their sponsor if the sponsor does not live with them and:

- the RGI tenant or co-op member is paying minimum rent; or
- the RGI tenant or co-op member has low income and is in arrears.

Sponsored immigrants who become Canadian citizenship before the end of their sponsorship agreement may still be expected to pursue support from their sponsor.

Family Class Immigrants

Family class immigrants are sponsored by a relative to come to Canada. Sponsorships can be in place for 3 to 20 years depending on the age of the sponsored person and their relationship to the sponsor. Spouses are normally sponsored for three years.

Sponsorships are unconditional in that the sponsor still has a legal obligation to support the sponsored person even if their relationship breaks down (e.g. divorce).

A sponsorship agreement does not set out a specific amount of financial support to be paid, but the undertaking ensures that the sponsored person does not have to apply for social assistance. If a sponsored person starts to receive Ontario Works, the sponsor may have to repay the assistance issued on behalf of that person, and they may not be able to sponsor someone else in the future.

There are no such penalties if a sponsored person receives RGI assistance, and there is no way to collect back RGI assistance from the sponsor.

Family class immigrants should be first asked to pursue income from their sponsor before being required to pursue Ontario Works. If the RGI tenant or co-op member would not otherwise be required to apply for Ontario Works (see Ontario Works section above), they are not required to pursue support from their sponsor (e.g. they have sufficient income to support themselves).

Family Class Immigrants – Notice

If a family class immigrant is required to pursue sponsorship income, the housing provider should document the name, address and telephone number of the sponsor in the tenant file, and then give notice to the RGI tenant/co-op member:

- stating they must either pursue support from their sponsor or apply for Ontario Works
- advising that if they apply for Ontario Works, their sponsor may be required to repay this financial assistance and may be prevented from sponsoring other people in the future
- giving them at least 10 days to report back to the housing provider about their sponsor's response.

Housing providers are required to use the [Notice to Pursue Sponsorship Income \(Family Class\)](#) template letter in the Resources for Community Housing Providers section on the Region of Durham's website.

If the RGI tenant or co-op member does not respond or reach an agreement with their sponsor within 10 days, they should be required to pursue Ontario Works (see above).

The housing provider may extend the deadline to obtain sponsorship income if there are extenuating circumstances that interfered with the RGI tenant or co-op member's attempts to do so. The provider must extend all deadlines in writing.

Family Class Immigrants – Exceptions

Housing providers may waive an RGI tenant or co-op member's obligation to pursue sponsorship payments if:

- the sponsor is in receipt of financial assistance through Ontario Works or ODSP
- the sponsor is in receipt of OAS / GIS / GAINS
- the pursuit of support may place the tenant or co-op member at risk of abuse by the immigration sponsor (e.g. the tenant or co-op member was housed with special priority)
- the sponsor is deceased.

The housing provider should document the reason for the exception and review this annually as required.

Refugees

Resettlement is the term used by Citizenship and Immigration Canada (CIC) to describe the legal process of bringing a refugee to Canada to live as a permanent resident.

Refugees may be sponsored under the Refugee and Humanitarian Resettlement Program by the federal government, a community group or a group of private citizens. Sponsorships usually last for one year.

Sponsoring groups promise to support the refugee and provide funds equivalent to at least the minimum amount of social assistance for the household. This is called resettlement assistance. Refugees are not eligible for Ontario Works while they are eligible to receive resettlement assistance.

Refugees who apply from within Canada (i.e. refugee claimants) are not sponsored and may be eligible for Ontario Works.

Refugees – RGI amount

Tenants and co-op members who were sponsored under the Refugee and Humanitarian Resettlement Program should be charged RGI at the greater of:

- 30 per cent of their adjusted family net income (AFNI)
- the equivalent of the Ontario Works scale amount that would otherwise be applied to a family of their size.

During the term of their sponsorship, the RGI tenant or co-op member should be referred back to their sponsoring group if their income or resettlement assistance is insufficient to meet their needs.

Support Income

Child Support Income

Child support income is not part of adjusted family net income (AFNI) and is not included in the calculation of RGI. RGI tenants and co-op members who may be entitled to child support payments from an absent parent are not required to pursue support income as a condition of continued RGI eligibility.

RGI tenants or co-op members who would like to pursue child support income may be referred to the Ontario Works Family Support Worker (FSW) Unit for assistance on a voluntary basis. The FSW can assist with:

- Legal proceedings including filling out forms, help with court processes, and support during court appearances
- Registration of agreements with the Family Responsibility Office (FRO)
- Review of existing private support agreements or court orders to determine adequacy
- Referral to targeted services relating to Family Court such as mediation services, Legal Aid, and family counselling.

RGI tenants and co-op members do not need to be receiving or applying for Ontario Works to access the FSW Unit.

RGI tenants and co-op members may self-refer to the FSW by email at fsw@durham.ca or by calling 905-436-6747, ext. 5222.

Additional information about the FSW Unit and other resources for tenants or co-op members who want to voluntarily pursue child support income are set out in Appendix C.

Spousal Support Income

In some circumstances, a person may have an obligation to pay support for a spouse from whom they have separated or divorced. Spousal support can be an extremely complex matter, and RGI tenants and co-op members are not required to pursue spousal support as a condition of continued RGI eligibility.

RGI tenants and co-op members may choose to pursue spousal support at their discretion. The Access to Justice Hub can assist low income tenants and co-op members, including referrals to Legal Aid to secure a lawyer to assist in pursuing large marital assets or spousal support.

Additional information about the Access to Justice Hub, Legal Aid and other resources for tenants or co-op members who want to voluntarily pursue spousal support income are set out in Appendix C.

Housing providers should follow up with RGI tenants and co-op members that choose to pursue spousal support to ensure all agreements and income are declared for RGI.

Effective Date

This directive comes into effect on July 1, 2020.

Repealed Rules

This directive repeals Durham Community Housing Directive RGI 2018-01 Pursuit of Income.

Legislative Authority

Housing Services Act, s. 42(1), 58
Ontario Regulation 367/11, s. 31, 67

Appendix A – Ontario Works Asset Limits

Ontario Works asset limits are set out in [Ontario Regulation 134/98](#) under the Ontario Works Act.

Effective September 1, 2017, the Ontario Works asset limits are:

- \$10,000 for a single person
- \$15,000 for a couple with no dependants
- \$15,500 for a couple with one dependant
 - Plus \$500 for each additional dependant
- \$10,500 for a single parent with one dependant
 - Plus \$500 for each additional dependant

Appendix B – Pursuit of Income – Where to Apply

Ontario Works

Applicants can apply for Ontario Works by telephone or online.

For telephone intake screening, call:

- Local calls: 905-428-8982
- Toll-free: 1-877-678-6333
- Bell Relay: 1-800-855-0511

Apply online at the [Ontario Works website](http://www.ontario.ca/socialassistance) at www.ontario.ca/socialassistance.

Employment Insurance

Applicants can apply in person at a Service Canada Centre or online.

Apply at a Service Canada Centre in Durham at any of the following locations:

- Oshawa - Service Canada Centre (Midtown Mall)
200 John Street West, Oshawa
- Ajax - Service Canada Centre
274 Mackenzie Avenue, Ajax
- Uxbridge Scheduled Outreach Site
29 Toronto Street, Unit 2, Uxbridge

Apply online at the [Employment Insurance section of the Service Canada website](http://www.canada.ca/ei) at www.canada.ca/ei.

Appendix C – Child Support Resources

This information is provided for information purposes only. Housing providers may share this information with tenants or members who are looking for assistance in pursuing support.

RGI tenants and co-op members are not required to pursue child or spousal support income as a condition of continued RGI eligibility.

For general information about family law issues such as child support and custody, go to the [Attorney General's website](http://www.ontario.ca/familylaw) at www.ontario.ca/familylaw.

Family Support Worker (FSW) Unit

The Family Support Worker (FSW) unit operates out of the Ontario Works office at 200 John St, Unit C1A, Oshawa.

RGI tenants and co-op members may self-refer to the FSW unit by email at fsw@durham.ca or by calling 905-436-6747, ext. 5222.

RGI tenants and co-op members do not need to be receiving or applying for Ontario Works to access the FSW Unit.

Family Responsibility Office (FRO)

Mail or fax general correspondence to the Family Responsibility Office (FRO) at:

- Family Responsibility Office
Ministry of Community and Social Services
PO Box 200, STN A
Oshawa, ON L1H 0C5
Fax: 416-240-2401

To speak to a case contact, call:

- Telephone: 416-326-1817
- Toll Free: 1-800-267-4330

For general information through the 24-hour Automated Information Line, call:

- Telephone: 416-326-1818
- Toll Free: 1-800-267-7263

For more information go to the [Family Responsibility Office website](#) at www.ontario.ca/fro.

Access to Justice Hub

The Access to Justice Hub is a partnership between the Durham Community Legal Clinic, Durham College, TeachingCity and the Region of Durham. It provides a one-stop shop for legal assistance for low income residents and may be an option for tenants or co-op members who are choosing to seek spousal or child support. The Access to Justice Hub operates within the Durham Legal Clinic located at:

- 200 John St, Unit 1B
Oshawa, ON L1J 2B4
- Telephone: 905-7287321
- Toll Free: 1-888-297-2202

For more information, go to the [Durham Community Legal Clinic website](#) at www.durhamcommunitylegalclinic/acceess-to-justice-hub.ca.

Legal Aid Ontario

RGI tenants or co-op members may contact Legal Aid Ontario on 1-800-668-8258 or visit the [Legal Aid Ontario website](#) for assistance with family law matters including pursuit of spousal support.

Ontario Superior Court of Justice, Family Branch

To obtain a copy of a court order made in Durham, go to the Ontario Superior Court of Justice at:

- 150 Bond St E
Oshawa, ON L1G 0A2
Telephone: 905-743-2620

For more information, go to the [Ontario Courts website](#) at www.ontariocourts.ca/scj or the [Attorney General's website](#) at www.ontario.ca/familylaw.

Family Law Information Centre (FLIC)

The Family Law Information Centre (FLIC) is located at the Ontario Superior Court of Justice at:

- 150 Bond St E
Oshawa, ON L1G 0A2

RGI tenants and co-op members can go there for court forms or to speak to Information and Referral Coordinators or an Advise Lawyer before filing court forms.

For more information, go to the [FLIC section of the Attorney General's website](http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.php) at www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.php.